



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**XO Communications Services, Inc.**  
**for quarter ending December 31, 2009**

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	8.30	6.30	7.70	7.43
B. Operator Answer Time - Information [730.510(a)(1)]	6.00	6.00	4.00	5.33
C. Repair Office Answer Time [730.510(b)(1)]	51.00	37.00	72.00 *	53.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	31.00	31.00	33.00	31.67
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	96.00%	98.70%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	97.80%	96.00%	98.30%	97.40%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.40	0.30	0.28	0.33
H. Percent Repeat Trouble Reports [730.545(c)]	9.30%	6.60%	5.10%	7.00%
I. Percent of Installation Trouble Reports [730.545(f)]	5.20%	4.00%	2.80%	4.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

At this time XO is unable to provide data for Sections 730(J) and (K);732.20(a)(F) through 732.30(a)(H):732.30(b) and Section 732.30(c),but hopes to do so in the future.



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